

**HANOVER COUNTY
BOARD OF SOCIAL SERVICES
MINUTES
September 22, 2015**

I. CALL TO ORDER

Mr. Barnette called the meeting to order at 3:37 p.m.

The following members were present: Robert Barnette, Sheila Crossen-Powell, Sue Dibble, Victoria Hutto, Robert "Rick" Richardson, Lynn H. Saunders (4 p.m.), Page Sening and G. E. "Ed" Via. Also in attendance: Jim Taylor, Deputy County Administrator; Dennis Walter, Deputy County Attorney; Tamara Temoney, Assistant Director; Marc René, Division Director, Human Services Business Operations (HSBOT); Jacque Althizer, Budget Management Analyst Senior; Ginny Ferguson, Quality Assurance Coordinator; Alonda Gregory, Benefit Programs Supervisor; Daricka Jackson, Program Coordinator II; Sherrethia Lowe, Benefit Programs Supervisor; Amanda Payne, Benefit Programs Supervisor; Christine Tillman, Family Services Supervisor-CPS; Judy Davis, Family Services Supervisor; Patrice Franklin, Family Services Specialist III; Alex Patterson, Benefit Programs Specialist I; Tyler Taylor, MSW Intern and Robin Riley, Administrative Assistant.

II. CITIZENS' COMMENT PERIOD

There were no comments.

III. INTRODUCTION OF NEW STAFF

Dr. Crossen-Powell introduced the new Board Member, Ms. Page Sening. She also introduced Mr. Marc René, Division Director of Human Services Business Operations. who is in charge of Building and Administrative functions.

Ms. Gregory introduced Ms. Alex Patterson, Benefit Programs Specialist I, who was previously with King and Queen County DSS. She is experienced in SNAP, TANF and ABD.

Ms. Tillman introduced Ms. Patrice Franklin, Family Services Specialist III, who has seven years of experience in APS, CPS and Adult Services. Ms. Franklin was previously with Goochland County DSS.

Ms. Ferguson introduced Ms. Tyler Taylor who is a first year MSW student at VCU. Mr. Eakin, Family Services Specialist III, is Ms. Taylor's field instructor. This is Ms. Tyler's first field placement and she will be with DSS through May, 2016.

IV. APPROVAL JULY 28, 2015 BOARD MEETING MINUTES

Mr. Barnett requested that the Minutes be amended to note his attendance at the July 28, 2015 SSAB meeting. Ms. Dibble moved to approve the July 28, 2015 SSAB Meeting Minutes (as amended). Ms. Hutto seconded the motion and it was carried unanimously. *(July 28, 2015 SSAB Minutes amended as requested by Mr. Barnette.)*

V. CHANGE SSAB MEETING DATE FROM NOVEMBER 24, 2015 TO NOVEMBER 17, 2015: ACTION NEEDED: APPROVAL OF DATE CHANGE

Ms. Sening moved to approve the SSAB meeting date from November 24, 2015 to November 17, 2015. Ms. Hutto seconded the motion and it was carried unanimously.

VI. BUSINESS OPERATIONS TEAM

Update: Mr. Marc René

Mr. René said the lobby and front desk reconfiguration will have a single point of entry for CSB and DSS clients with a more efficient approach to serving them. Access points in the building are now open for CSB and DSS and everyone will eventually be at the same location. Operations are being centralized with DSS on the County's IT infrastructure with Shared Support. Calendars can be viewed by all employees. Dr. Crossen-Powell said the restructuring is about 50% complete. Mr. Barnette asked about any challenges. Mr. René said there will probably be more internal than external challenges and the lobby will be impacted. Dr. Crossen-Powell said that parking will be moved to allow additional parking for customers. Mr. Taylor said it will be similar to the Bell Creek office layout. Mr. René thanked Dr. Crossen-Powell and Ms. Sager for their leadership on this transition. Mr. René is available for tours of the building.

Special Welfare: Ms. Jacque Althizer

Dr. Crossen-Powell said Special Welfare is a program allowed under the Code of Virginia which "...authorizes local agencies to accept and expend funds for children placed by or entrusted to the local Board when there is no appointed guardian."

Ms. Althizer distributed and discussed information on the program. Dr. Richardson asked if social services agencies have opportunities for foundations to be set up. Mr. Walter said an individual can donate directly to the DSS special welfare fund or to charitable organizations. Contributions to special welfare are tax deductible and thank-you notes are sent in acknowledgment. Fund-raising is not allowed. Ms. Althizer said special accounts are set up with the Treasurer's office for children in the care of DSS. Child welfare trust account funds are deposited in a bank or savings and

loan. Mr. Barnette asked what if a child has a trust fund set up. Trusts are handled by the family or an attorney, not by DSS. SSI funds can only be used for bills encumbered for the month in which services are received. Medicaid eligibility is also determined by amounts in a child's fund.

Undesignated contributions are expended at the Director's discretion. These funds can also be used for homeless families with children for temporary, short-term arrangements. Several case examples were discussed. The fiscal technician at DSS prepares the checks, and two signatures are required, one by an authorized DSS designee and the second from the Treasurer's office. A monthly reconciliation is prepared by the fiscal technician and approved by the finance manager and director. The internal and external auditors review the special welfare accounts and documentation. Dr. Richardson asked what kind of contributions are received on an annual basis. Ms. Althizer said it depends on donations and there was not a specific amount; however, the average is about \$24-25,000.

Contributions to special welfare accounts as of 9-22-15:

Designated:	\$24,854.67
Undesignated:	\$ 6,992.94
Total:	\$31,847.61

Mr. Barnette asked if letters are sent asking for donations – they are not. Ms. Althizer said that sometimes donations received are specified for a particular group such as the elderly of a certain age and up for the holiday season. Dr. Crossen-Powell said that in the case of foster care children, if more funds are received than being spent, DSS can use the funds for other care such as school supplies, computers, college supplies.

VII. BUDGET UPDATE

Ms. Althizer said the 2017 budget is being worked on. Mr. René is meeting with the finance department. The County is looking to implement a new system – SunGard - to streamline the process.

VIII. HANOVER DSS SCORECARD

Ms. Ferguson said the data shown is for six months and statistics are compared with the State measurements and standards. Each section of the dashboard was reviewed. Major events and projects ongoing for the Director include the HSBOT and a two-day mental health first aid training for employees. Mr. Barnette asked if the training would include CPR and First Aid. Ms. Ferguson said it would be more focused on mental health and critical de-briefing.

Ms. Jackson said that in July, 2015, there were 412 overdue Medicaid renewals. As of this morning, there were 118 overdue renewals. Mr. Richardson said he is appreciative of staff members who make promises and share updates.

Ms. Ferguson said that monthly data is given to Ms. Jackson and the unit supervisors to discuss with workers.

Mr. Barnette asked how many children are currently in foster care. Ms. Davis said there are 29 and there have not been any new children coming into care in 47 days. DSS is on notice for seven children and has received a court summons to appear at a hearing within 60 days.

The State is conducting case “pre”-reviews every other month of Title IV-E funding in preparation for a federal review. If a review is failed, funds would have to be returned. Dr. Richardson asked if only the State can qualify cases for funding. Dr. Crossen-Powell said that DSS determines eligibility.

Ms. Tillman discussed the Critical Outcomes data. Part of the problem is that the unit has not been fully staffed so current employees are handling extra caseloads. Sometimes, a contact is not entered into the system, so it appears the contact was not made even though it actually was. Ms. Tillman is ensuring that employees are more conscientious about entering data. Dr. Crossen-Powell said that contact must be made with every adult listed as being in the home. They are often no longer in the home and the worker has to manually remove their names from the system.

IX. DIRECTOR’S UPDATE

Benefit Programs workers attended VACMS migration training, and the Manager and Supervisors attended DMIS (Document Management Imaging System) training.

A meeting was held with Fire/EMS to discuss several cases related to Adult Services.

Marc René was welcomed as Division Director, Human Services Business Operations.

Dr. Temoney attended the State and Local Advisory Team (SLAT) meeting, the Child Welfare Advisory Committee (CWAC) meeting and the CSA meeting in Charlottesville.

The agency is still moving toward shared (IT) support with approximately 12 migrations to be completed by the end of the week.

The Hanover Rotary Club donated \$3,000 to be split between two special welfare accounts: \$1,500 for the new Hanover Early Childhood Council and \$1,500 to the Emergency Fund for Families and Children in Crisis.

The Protection Unit is almost fully staffed. The vacant position was offered and accepted, but another staff member left to take a position with Richmond City DSS. First round interviews have been held and second round interviews are in process. There has been a vacancy in this unit for almost a year.

Dr. Crossen-Powell attended the Homeward Board meeting.

Dr. Crossen-Powell met with the new Richmond Times-Dispatch reporter assigned to Hanover to discuss various issues and Human Services in the County.

Employees attended a meeting with KPMG regarding a new ledger system.

The Quality Team had a breakfast meeting with Dr. Crossen-Powell to discuss issues and concerns of line staff. The meeting was very productive.

Personnel matters were discussed with Human Resources and are hopefully resolved.

A meeting was held with the State Department of Health regarding how to improve UAI timeliness. No guidance on procedure was ever issued by the State; however, the time clock can be “reset” and it was learned that in many cases, the incorrect start date was being entered into the system. These two techniques should drastically reduce the number of overdue UAIs.

Supervisors attended “Supervisory Skills” training class.

The Facilities Department has arranged for repairs to the culvert in front of the building by the Health Department.

VACMS continues to be a challenge. The system keeps being taken down or goes down unexpectedly. Ms. Jackson has done a yeoman’s job in keeping up with these issues.

Renovations of the CSB/DSS lobby are ongoing.

Ms. Saunders asked if there is anything that can be done about families living in motels if they cannot continue living there. Dr. Crossen-Powell said that Services Intake will connect them with Central Intake for shelters; however, many of them do not want to go to Central Intake. It is an issue for the Town of Ashland. Mr. Taylor said that families may go to other motels and then

return to the first one or change rooms. Ms. Ferguson attended a meeting at the Police Department today along with personnel from Community Resources, CSB and Hanover Safe Place. There will still be rooms at hotels for long-term stays. An Ashland Town Hall meeting for public opinion will be held. CARITAS now offers case managers who are trained to work with landlords although the average rent in Hanover is around \$1100/month.

X. ADJOURNMENT

The meeting was adjourned at 4:59 p.m. by Mr. Barnette.

Robert Barnette, Chair

Next meeting: Tuesday, November 17, 2015; 3:30 p.m.